ROYAL SHAKESPEARE COMPANY

SAFEGUARDING

ADULTS AT RISK

PROCEDURES

JULY 2026

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Introduction

The RSC is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm from abuse, neglect or exploitation.

The procedure should be implemented with reference to The RSC Safeguarding Adults At Risk Policy and supporting information.

This procedure details the steps to be taken in responding to any concern that an adult involved in the RSC, or its activities, is at risk of or is experiencing harm from abuse, neglect or exploitation.

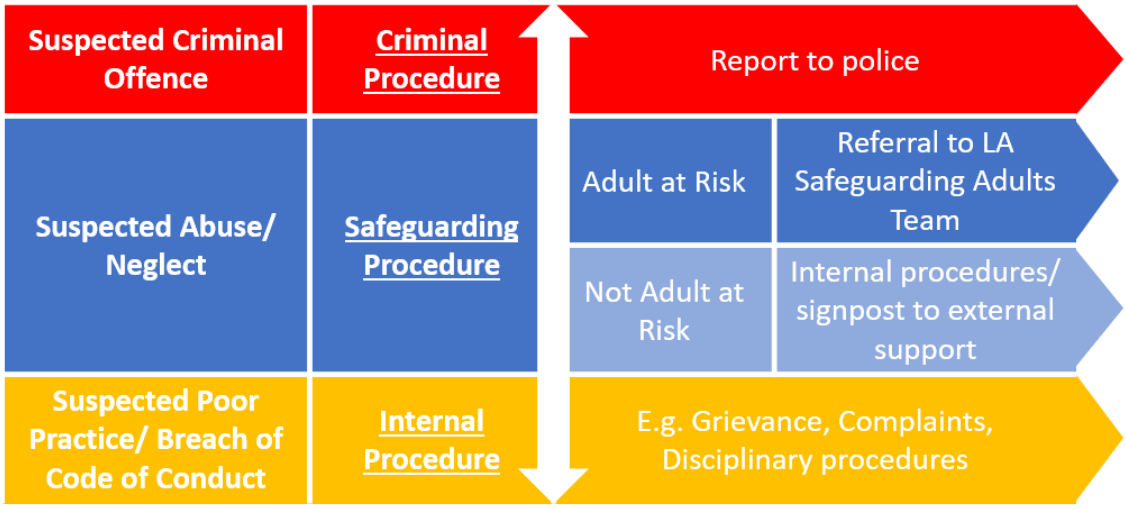
The procedures have two main sections:

Section 1: Reporting concerns- For everyone

Section 2: What happens next – For Designated Safeguarding Officers and organisational response

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

Determine the appropriate procedure for the concern to be dealt with



Concerns may involve multiple pathways

Circumstances may change and/or more information comes to light.

Definitions

For more details, please see the additional information sections of the RSC Safeguarding Adults Policy.

Adult	**A person over the age of 18**
Adult at risk	Definition used in legislation (different in each home nation) for adults who the Local Authority has a responsibility to support to prevent them from experiencing (further) harm caused by abuse and neglect.
Abuse	A violation of a person's physical, emotional or mental integrity by any other person.
Case Management Group	A group created to ensure the RSC carries out its appropriate role/s in individual cases of abuse or neglect AND to maintain an overview of the implementation of the organisation's safeguarding functions.
Designated Safeguarding Officers	Individuals at the RSC who act as the first or second point of contact for staff or volunteers concerned about the safety and welfare of an adult at risk of harm from abuse, neglect or exploitation
Harm	Damage done to a person's well-being through neglect, abuse or exploitation.
MASH	Multi-Agency Safeguarding Hubs are used as a one point of contact/safeguarding referrals in some areas. Where they exist a referral to MASH benefits from the information held by and the expertise of various agencies e.g., Local Authority, Police and Health.
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
Safeguarding	Work to prevent and to stop abuse and neglect.
Safeguarding Adults Board (SAB) (England and Wales) **Safeguarding Adult Partnership** (Northern Ireland) **Adult Protection Committee** (Scotland)	A statutory body set up in line with national legislation. Statutory membership includes the Local Authority, Police and NHS. Representatives from the voluntary sector and of 'citizens' e.g. a representative from a disabled people's forum are often also included. Their role is to coordinate safeguarding work across the Local Authority district.
RSC Safeguarding Committee	Managers and leaders from teams across the RSC who champion and act as spokespeople for the importance of safeguarding children and adults at the RSC

Section 1: Reporting Concerns

(For Everyone)

Reporting Concerns About Yourself

If you are experiencing harm through abuse, neglect or exploitation you can report using the Safeguarding Concern Form:

Report an incident or a Safeguarding concern (office.com)

If you are in immediate danger or need immediate medical assistance, contact the emergency services 999.

If you want to speak to someone, please contact one of the Designated Safeguarding Officers:

RSC Designated Senior Safeguarding Officer			
Director of Creative Learning & Engagement	Jacqui O'Hanlon	jacqui.ohanlon@rsc.org.uk	07747 876788
RSC Designated Safeguarding Officers			
Children's Data	Jacqui Stanley	Jacqui.stanley@rsc.org.uk	07786 910963
Public facing (Head of Audience Services and Operations)	Bobbie Stokes	Bobbie.stokes@rsc.org.uk	07557 486797
Workforce (Director of People) Head of People Partners	Kate Sirdifield Helen Reeves	Kate.sirdifield@rsc.org.uk Helen.reeves@rsc.org.uk	07884 547737
Participation/frequent contact (Head of Creative Learning & Engagement)	Fiona Ingram	Fiona.ingram@rsc.org.uk	07919 276379
Participation/frequent contact (Senior Manager Youth Talent Development)	Paul Ainsworth	paul.ainsworth@rsc.org.uk	07920 500565
Participation/frequent contact (Senior Manager, Creative Programmes)	Sam George	sam.george@rsc.org.uk	
Matilda / Acting Companies (Company Managers)	Henry Bays	Henry.bays@rsc.org.uk	07572 539849
	Rachael Tyagi	Rachael.tyagi@rsc.org.uk	07970 841943

If you would prefer, please contact another member of staff who will help you raise the issue via the online reporting form or with one of the Designated Safeguarding Officers.

If one of the Safeguarding Officers is implicated, please report to the Designated Senior Safeguarding Officer, Jacqui O'Hanlon using contact details above. If the Designated Senior Safeguarding Officer is implicated then report to Andrew Leveson, Executive Director, Catherine.mallyon@rsc.org.uk

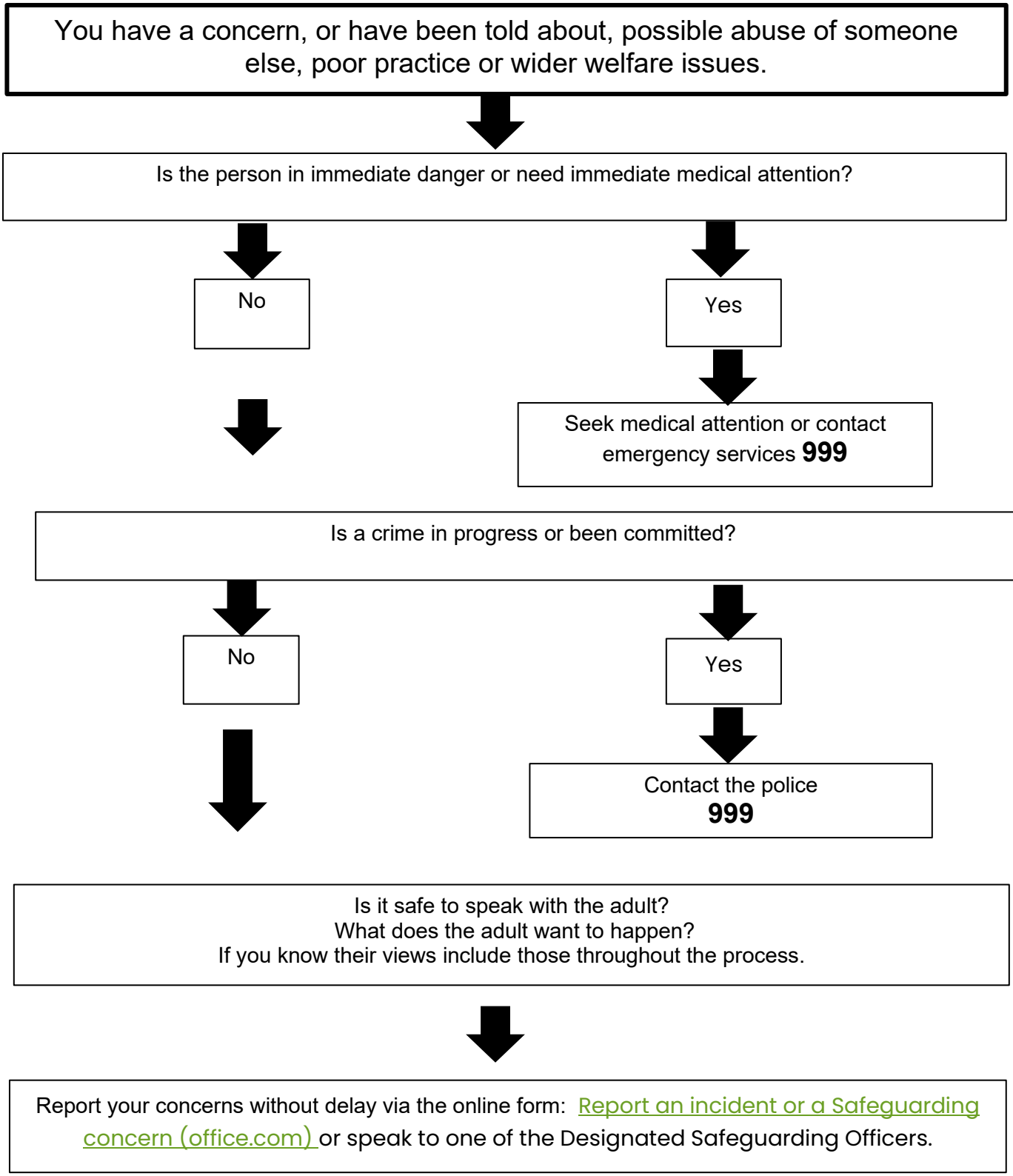
You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 3 Other sources of support).

The RSC will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact Jacqui O'Hanlon, Designated Senior Safeguarding Officer (Jacqui.ohanlon@rsc.org.uk)

At all stages you are welcome to have someone you trust to support you and help you to explain what happened and what you want to happen.

It is of utmost importance to The RSC that you can take part in our work and activities safely and we will take every step to support you to do that.

Reporting Concerns About Others (Flowchart 1)



Reporting Concerns About Others (continued)

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself.

If you have concerns and/ or you are told about possible or alleged abuse, poor practice, or wider welfare issues you must contact the RSC's Designated Safeguarding Officers via the online incident logging process: Report an incident or a Safeguarding concern (office.com)

If one of the Safeguarding Officers is implicated, please report to the Senior Safeguarding Officer, Jacqui O'Hanlon, using contact details above. If the Senior Safeguarding Officer is implicated then please report to Andrew Leveson, Executive Director, andrew.leveson@rsc.org.uk

If you are concerned about harm being caused to **someone else,** please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk and there isn't a serious crime being committee, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Designated Safeguarding Officer. **Do not** contact the adult before talking to a Designated Safeguarding Officer if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm**.

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with the RSC's Safeguarding Lead or Welfare Officer.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support -see Appendix 3).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words using the online incident report form

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

- Use the online reporting method for Safeguarding Adults at Risk (see Appendix 1) without delay which will be received and actioned by a Designated Safeguarding Officer.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, or something you are unsure about in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.
- If, in dialogue with DSO it is determined that the concern you are reporting is not a Safeguarding concern, please consider whether you need to refer to Occupational Health or HR via referral processes; or consult the Health and Wellbeing Policy; or Bullying and Harassment policies.

Be mindful of the need to be confidential at all times.

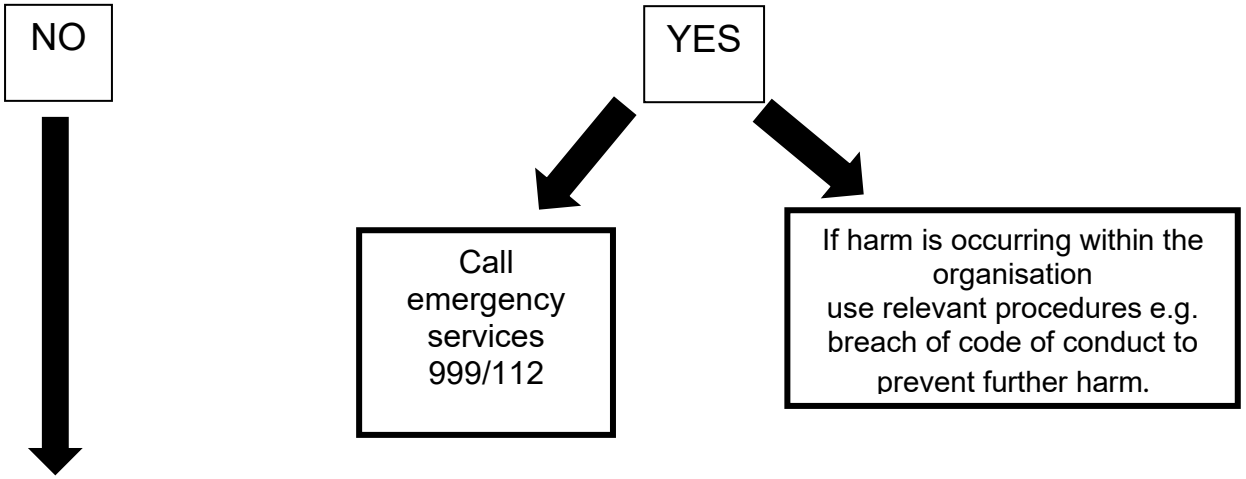
This information must only be shared with your Designated Safeguarding Officer and others that have a need to know –e.g. to keep the person safe whilst waiting for action to be taken.

Section 2: What happens next? (Designated Safeguarding Officer and organisational response)

Procedure for Designated Safeguarding Officers (Flowchart 2)

Steps 1-5 **Initial response** (as soon as you receive the Safeguarding referral)

Step 1: Is someone at immediate risk of harm/ danger or in need of immediate medical attention?



Step 2 – Safeguarding Report Details

If you have been sent a Safeguarding Adults at Risk Report check that you can understand what is written and that all the necessary parts have been completed.
If you are being contacted directly, request a completed Safeguarding Adults Report Form (staff and volunteers) or fill in the form with the person making the report (public/adult themselves)

Step 3- Person Making the Report

Inform, reassure and advise the person making the report e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

Step 4- Person at Risk

What are the risks? What are the views of the adult? Are they an adult at risk? Do they need support to make decisions about their safety?

Do you need to contact the adult directly? Is it safe for you to do so?

Step 5 – Person at Risk

If it is safe to do so - ensure the person at risk has information about what will happen next. Make sure they have been given information about other organisations that can support them (see Appendix 3).

Steps 6- 14 **Taking Action**

Step 6 – Consult and Decide

As needed consult Case Management Group (if DSSO / DSO has instigated this) / Local Authority/the Police and decide which one or more of the following actions need to be taken.

Step 7	Step 8	Step 9	Step 10
If a crime is suspected contact the police	**If you believe there is an 'adult at risk', make a safeguarding adults report to the Local Authority**	**If harm is suspected of being caused within the RSC** e.g. by an employee, contracted worker, volunteer or member report to relevant manager/s	**Consult with and inform the adult**
Criminal enquiry, investigation, proceedings	Safeguarding adults process led by Local Authority	DSO takes **short term steps** within relevant policy (Disciplinary) to **prevent harm** e.g. suspend employee, actor, volunteer or member of staff	Organisation decides who will maintain regular contact with the adult/s who have been at risk of harm

Step 11

Take advice from and **coordinate actions** taken by the RSC with those of **other agencies. Attend and contribute to Case Management Meetings**

Step 12

Hold Case Management meeting to coordinate actions by the RSC

Possible outcomes: e.g.	Possible outcomes e.g.	Possible outcomes: e.g.	Possible Outcomes: e.g.
• Criminal Caution or Conviction • Police referral back to organisation • Referral to Independent Barring Board • Unsubstantiated– no further action	• LA enquiries triggered • Adult supported to 'make safeguarding personal' • Other adults at risk identified • Multi-agency meetings to coordinate actions • New/changed care and support and protection plan for any adult at risk • NOT an adult at risk – information and advice provided	• Informal resolution • Education and training • Formal warning • Dismissal • Role conditions applied • Contract ended • Referred to Independent Barring Board • Unsubstantiated – no further action	• Adult receives information about the process • Adult supported to have their views and experience heard • Adult supported to gain support from other agencies • Adult continues to participate in organisation

Once a concern has been passed to one of the RSC's Designated Safeguarding Officer, they will coordinate the RSC's Safeguarding Adults Procedure (see Flowchart 2).

The Safeguarding Lead will ensure clear records are kept of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

Steps 13 and 14
Recording and reporting
Ensure decisions made, actions taken, and outcomes logged and reported

The Designated Safeguarding Officer, where appropriate, in consultation with the Case Management Group, will take the following actions:

Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

   If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a **Safeguarding Adults at Risk Report Form** check that you can understand what is written and that all the necessary parts have been completed.

   If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible.

   If the report is being made by the adult themselves or a member of the public, fill in the safeguarding report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an ‘adult at risk’.

   Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

   Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 3).

   ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. **Consult and Decide**
   Where a Case Management Group has been established to support the issue you are dealing with, consult with the group and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. **Contact the police** (where the crime took place)
   If:
   - a crime has been committed.
   - a crime has been committed against someone without the mental capacity to contact the police themselves.
   - the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. **Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH)** (where the adult lives) if you believe they may be an **adult at risk AND**
   - the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
   - the risk is from a person employed or volunteering in work with adults with care and support needs (including within an organisation).
   - there are other 'adults at risk' (e.g. another family member, another member or other people using a service).
   - the adult at risk lives in Wales or Northern Ireland (no consent required).
   - the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk, you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

9. **Use policy and procedures to stop harm within the organisation**
   If the person who may be causing harm is a person involved in the RSC in any capacity inform the Designated Senior Safeguarding Officer (Jacqui O'Hanlon) who will advise the relevant Senior Leadership Team member.

   Decide what policy and procedures the organisation will use to decide which actions will be taken e.g., breach of code of conduct, disciplinary procedures, breach of contract.

   Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation.

   The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

10. If statutory agencies are involved **work together** with them to agree the next steps. E.g., the Police may need to interview an employee before a disciplinary investigation is conducted.

    Attend and contribute to any safeguarding adult's strategy or case meetings that are called by the Local Authority.

    If statutory agencies say that they will not be taking any action in relation to a referral this should not stop the RSC taking internal steps to safeguard the adult. E.g., the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

11. Decide who in the organisation will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need.

    Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

12. Convene a **Case Management Group meeting** to coordinate actions internally to your organisation:
    - share information about what has happened with those within the RSC who have a role in safeguarding the adult.
    - share the views of the adult.
    - share any actions being taken by the Police/Local Authority.
    - agree who will coordinate between the RSC and other agencies.
    - decide what actions the RSC will take.

- Coordinate action by the RSC.

These actions can include:

- Use of internal procedures such as breach of disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering appropriate support to the adult and making any arrangements needed for them to continue their involvement with the organisation.
- Offering support to staff, volunteers and members affected by the circumstances.
- Ensuring senior managers will are updated as needed.

13. Case Management Group meetings must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

14. The relevant DSO ensures that **records are complete and stored securely with the DSSO**. Collate monitoring information, including feedback from the person who was at risk of harm and **report to Safeguarding Committee, senior management team or the Board as requested**.

Further Information and Useful Contacts

Policies, procedures and supporting information are available on the RSC website: https://www.rsc.org.uk/about-us/policies

Designated Safeguarding Officer (workforce)

Kate Sirdifield: 07884 547 737 / kate.sirdifield@rsc.org.uk
OR

A member of Human Resources department

OR

Designated Senior Safeguarding Officer

Jacqui O'Hanlon: 07747 876788 / Jacqui.ohanlon@rsc.org.uk,

Designated Safeguarding Officers

See page 4 for contact details

Local Authority Safeguarding Adults Lead
Name: Adult Social Care team, Warwickshire County Council
Email: TriageHub@Warwickshire.gov.uk
Contact: 01926 412080
Or
Name: Adult Social Care, Camden
Email: adultsocialcare@camden.gov.uk
Contact: 020 7974 4000

Local Police Contact
To report a crime or raise a concern about abuse with Warwickshire Police, you can phone non-emergency number on: **101**. But if it is an emergency always dial: **999**

Ann Craft Trust- Safeguarding Adults
Website: www.anncrafttrust.org
Email: Ann-Craft-Trust@nottingham.ac.uk
Telephone: 0115 951 5400

Section 3: Appendices

Appendices

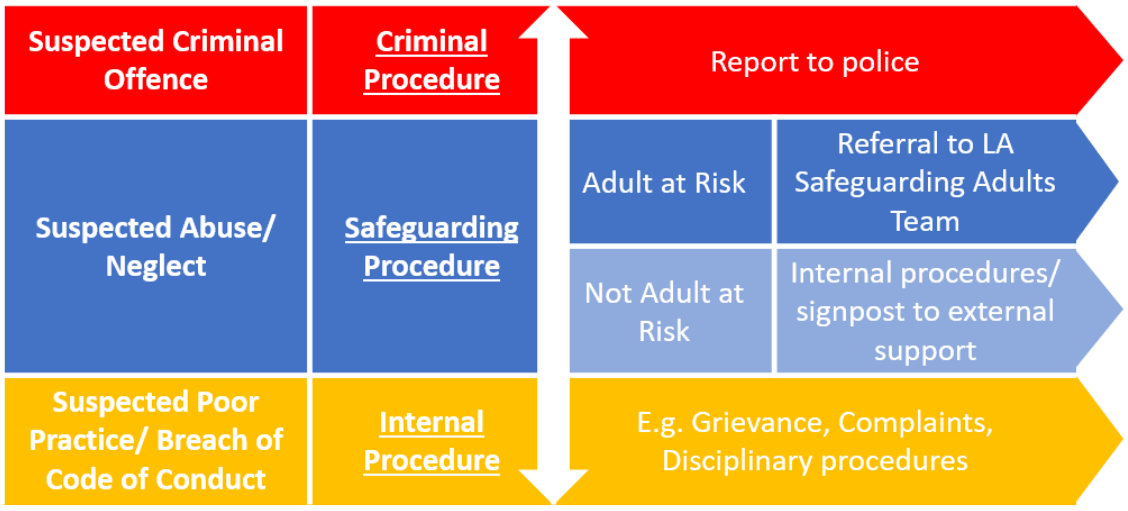
Appendix 1 – Safeguarding Adults Report Form

Please complete and submit an online safeguarding report which goes to a Designated Safeguarding Officer

Report an incident or a Safeguarding concern (office.com)

Appendix 2 - Procedures diagram

Determine the appropriate procedure for the concern to be dealt with



Concerns may involve multiple pathways
Circumstances may change and/or more information comes to light.

Appendix 3 – Sources of Information and Support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.
Tel: 020 8765 7000
Email: enquiries@elderabuse.org.uk
www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults team to support the sector.
Tel: 0115 951 5400
Email:Ann-Craft-Trust@nottingham.ac.uk
www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors
Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland	**Wales**
Tel: 0800 027 1234 Email: helpline@sdafmh.org.uk Web chat: sdafmh.org.uk	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.
Email : info@rapecrisis.co.uk
Website : www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities and training and support to those working with them.
Tel: 020 7383 0700 or 0808 808 0700 (Helpline)
Email: services@respond.org.uk
www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential, accessible reporting and support for victims, witnesses and third parties.
24 hours service:
Telephone: 0800 138 1625
Web Chat: www.stophateuk.org/talk-to-us/
E mail: talk@stophateuk.org

Text: 07717 989 025
Text relay: 18001 0800 138 1625
By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust
The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.
Tel: 020 83921839
Fax:Email: info@suzylamplugh.org
www.suzylamplugh.org

Victim Support
Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.
Tel: 0808 168 9111
www.victimsupport.com

Women's Aid Federation of England and Wales
Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.
www.womensaid.org.uk/information-support